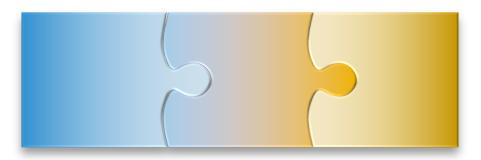# OPERATIONAL EXCELLENCE

### a key to world-class business performance

Rapid and unpredictable changes in business environment are forcing organizations to consider operations central of their core strategy. Therefore, it is more important than ever to focus on improving their operations to increase margins

This course will focus on the people, process and technology dimensions of Operational Excellence and provide practical ideas for implementating OE.

True Operational Excellence (OE) rests on the idea of systematic management of safety, reliability, efficiency & profitability through enabling human factors and leveraging technology to achieve world-class performance.

## COURSE TOPICS

One day awareness & 3 day Training

**OPERATIONAL PILLARS**

| People | Process |
| Safety | Assets |
| Energy | Cost |
| Technology | Performance |

## COURSE OUTLINES

- ➢ **People** Involvement (Management of Change, Leadership Engagement, Management-by-Objectives Culture & Corporate Values)
- ➢ **Process** Excellence (Lean Management, Six Sigma & Continuos Improvement)
- ➢ **Safety** Excellence (Behavioral based Safety, Process Safety, Risk Assessment, Incident Management, Emergency Planning, Compliance Assurance, Contractor Management)
- ➢ **Asset** Management (Reliability, Integrity, Operational Risks)
- ➢ **Energy** Efficiency, Criteria for Significant Energy
- ➢ **Cost** Optimization, Life Cycle Approach
- ➢ Enabling **Technology** (Digitall Transformation & Knowledge Management)
- ➢ **Performance** Monitoring (Balanced Scorecards and KPIs)

## WHO SHOULD ATTEND?

- Operations Personnel at all organizational levels including: Production, Maintenance, Engineering, HSE, Technical Services, Supply Chain, Shift Supervisors, etc.
- Directors & Managers
- Transformation Leads
- Project Managers / Initiatives Owners
- Center of Excellence Teams



## LEARNING OUTCOME

After completing this training, you will be able to:

- Driving out cost and complexity to optimize the performance of your assets, facilities and workforce.
- Balance cost, performance and risk to maximize the value of your facilities and assets
- Prioritize and link improvement initiatives to achieve the organizational excellence.
- Review processes, suggest improvements and monitor the progress of the changes.
- Remove non-value added waste and optimize the whole 'Value Stream'
- Select the appropriate methods and tools within the improvement framework
- Influence organizational culture and employee behavior to support Operational Excellence
- Create a High Reliability Culture
- Increase safety performance
- Leverage technology to drive out operations costs
- Analyze the 'Voice of the Customer' to align changes to customer requirements